

2008

Lebanon VA Medical Center

ANNUAL REPORT



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Dear Fellow Veterans, Volunteers, Staff, and Friends of the Lebanon Veterans Affairs Medical Center:

Many changes and challenges took place in 2008 at the Lebanon Veterans Affairs Medical Center (LVAMC). High satisfaction ratings from seven external reviews and audits in 2008 attest to our continued adherence to LVAMC's motto: "Excellence in All!" I am proud of our national accreditation that affirms our highly qualified staff and facilities.

As we enter our 62nd year, LVAMC stands strong in the areas of quality and satisfaction. Strategically placed administrative staff resulted in improved centralized business functions meeting the 90% benchmark for all calls being answered and initiating personal call reminders for all appointments. We have provided easier access for veterans and met the increasing demands for services by adding more primary care teams, expanding the behavioral health presence at our outpatient clinics, adding more evening clinics, and focusing on non-institutional care through our Home and Community Health Care Program (HCHC).

These, and many other significant achievements of the past year, can be attributed to the veterans, volunteers, staff, providers and community members who have generously contributed their time and effort toward providing exceptional healthcare.

I look to the next set of challenges as an opportunity to build upon the successes we have achieved. The ongoing commitment to high standards and personal integrity continues as we proudly serve our nation's veterans in 2009 and beyond.

NATIONAL STANDINGS

VETERAN SATISFACTION is determined and compared nationally. The 2008 year ending results showcased the excellent efforts reflected by our veteran's satisfaction response. Lebanon continues to maintain our tradition of "Excellence in All" with our national rankings!

- Provider Wait Times: **#2**
- Inpatient Overall Satisfaction: **#2**
- New Patient Primary Care Appointment when Needed: **#6**
- Established Patient Primary Care Appointment when Needed: **#7**
- Outpatient Overall Satisfaction: **#10**

LEBANON IS ONE OF ONLY TWO FACILITIES TO ACHIEVE TOP TEN STATUS IN ALL FIVE AREAS OF SATISFACTION

SURVEY OF HEALTHCARE EXPERIENCE OF PATIENTS (SHEP)

INPATIENT SATISFACTION (based on National Standing data for the 1st through 3rd Quarters of 2008)

Lebanon ranked in the top ten nationally in five of nine categories. Lebanon's Medicine Section ranked in the top ten nationally in four categories: Education and Information, Emotional Support, Family Involvement, and Transition.

OUTPATIENT SATISFACTION (based on 3rd Quarter figures for 2008)

Lebanon ranked among the top ten performing facilities nationally in Pharmacy -mailed (#2) and Access (#6) and above the national average in every category.

JOINT COMMISSION UNANNOUNCED INSPECTION

Lebanon underwent a thorough evaluation of its operational practices and facilities by Joint Commission in May 2008. As a result of this assessment, Lebanon was commended for its delivery of care to veterans and best practices in the following six areas:

- Suicide Prevention Screening
- Post Discharge Follow-up Calls
- Credentialing and Privileging Process
- Interim Life Safety Measures
- Medication Reconciliation
- Infection Control Risk Assessment

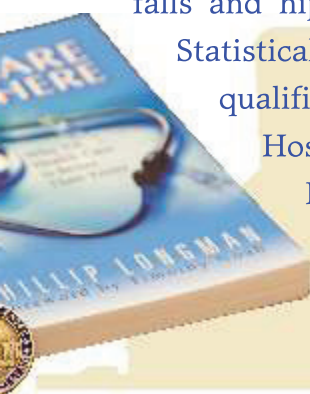


Total Unique Veterans increased to 42,482 ♥ 40,870 Behavioral Health visits ♥ 101,256 Specialty workload visits ♥ Total outpatient visits increased to 382,934 ♥ Addition of four full-time phlebotomists improved timeliness ♥ Q-Matic ticketing system in the phlebotomy clinic ♥ Successful implementation of the Mental Health post discharge follow-up ♥ 98% of veterans receive Mental Health care within 15 days of referral ♥ Deployment of the first multi-patient telehealth Unit in the VISN at the American House Personal Care Home ♥ MOVE program offers weight management via telehealth service ♥ Partnering with Pulmonary Rehab to increase telehealth service ♥ Depression and Suicide screening implemented in the Emergency Department for all patients ♥ Improved transition from inpatient psychiatry to outpatient ♥ Suicide Prevention

LEBANON ACCOMPLISHMENTS IN 2008

2008 provided an extensive list of accomplishments too numerous to include, in its entirety, on one page!

Program developed ♥ Over 600 front-line employees have received suicide prevention training ♥ A Patient Record Flags system has been implemented for high-risk patients ♥ The suicide prevention and crisis intervention protocol were revised to be more user-friendly ♥ Additional primary care teams – Camp Hill ♥ Tripled size of York CBOC ♥ Added a Mobile MRI Unit ♥ Expanded Behavioral Health presence at all CBOCs ♥ Expanded Home and Community Health Care ♥ Increased access in Radiology, Dialysis, GI ♥ Addition of Nursing Clinical Manager on inpatient units ♥ Environmental improvements/enhancements ♥ Implemented MRSA initiative in Community Living Centers ♥ Centralized Call Center ♥ Phlebotomy improvements ♥ Provider Wait Times: #2 nationally ♥ Inpatient Overall Satisfaction: #2 nationally ♥ New Patient Primary Care Appointment when Needed: #6 nationally ♥ Established Patient Primary Care Appointment when Needed: #7 nationally ♥ Outpatient Overall Satisfaction: #10 nationally ♥ Ranked in the top 10 nationally in Education and Information, Emotional Support, Family Involvement, and Transition ♥ Ranked in the top 10 nationally in 5 of the 9 categories for Admissions Sections ♥ Joint Commission recognized 6 Best Practices ♥ High satisfaction ratings from seven external reviews and audits ♥ Ranked #2 nationally in Pharmacy-mailed ♥ Ranked #6 nationally in Access ♥ Infection Control Risk Assessment recognized as a Best Practice by Joint Commission ♥ Home Based Primary Care recognized by Joint Commission as having a Best Practice for the process of Medication Reconciliation ♥ Development and implementation of electronic template for Provider Post Fall Assessments ♥ Increased availability of adaptive call bells ♥ Fall Response Team conducted safety improvements to various buildings ♥ Implemented new Unit Fall Champion Program ♥ Updated incident reporting form to include history of falls and hipster use ♥ Interim Life Safety Measures process identified as a Best Practice ♥ Statistically better than the national average in every outpatient satisfaction category ♥ Highly qualified staff and facilities ♥ Consistent evaluation of provider competence and privileges ♥ Host community healthcare symposiums ♥ No-lift environment in all patient rooms ♥ Highest level of satisfaction within Network ♥ Ranked #1 or #2 in Network in 32 of 37 categories of All Employee Survey ♥ Implemented Conflict Resolution ♥ Outstanding Labor Relations ♥ Expanded employee recognition ♥ Doubled tuition reimbursement



Thank You!

to all who generously
donated, at all levels,
their financial support to the
LVAMC mission in 2008.

The LVAMC especially
acknowledges those listed to
the right who made donations
of \$1000 or more during 2008.

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American Legion Auxillary
American Red Cross
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Battlefield Gettysburg Hog Chapter
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Veterans of Foreign Wars
Vietnam Veterans of America
Denise Witman
United Auto Workers 1968

LEBANON VA OUTPATIENT CLINICS



BERKS

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CAMP HILL

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LANCASTER

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POTTSVILLE

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YORK

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FRACKVILLE

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Health Center North
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Department of Veteran Affairs

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OFFICIAL BUSINESS